

EMPLOYMENT OPPORTUNITY

CITY OF LONG BEACH



MANAGER HUMAN SERVICES BUREAU HEALTH AND HUMAN SERVICES DEPARTMENT

The City of Long Beach is seeking an experienced, dynamic and collaborative individual with expertise to lead the City's human services programs and who is committed to ensuring the Department is prepared for the ever changing environment of these programs.



THE COMMUNITY

Ideally located on the Pacific Ocean, south of Los Angeles, adjacent to Orange County, the City of Long Beach, California (population 462,257) is frequently described as a series of strong, diverse, interwoven, smaller communities within a large city. Enjoying an ideal Southern California climate, Long Beach is home to an abundance of cultural and recreational options. The Long Beach Convention Center, Aquarium of the Pacific, Queen Mary and the annual Toyota Grand Prix of Long Beach, plus a wide variety of other attractions (two historic ranchos, three marinas, and five golf courses), serve to draw 6.5 million visitors a year. The City is also home to California State University, Long Beach and Long Beach City College. Cal State Long Beach is the second largest university in the State and has consistently ranked among the top best-value public colleges in the nation. Serving the K-12 student population, the Long Beach Unified School District consistently ranks among the Top 10 urban school districts in the country. Covering approximately 50 square miles, Long Beach is supported by a wide mix of industries with education, health and social services, manufacturing, retail trade and professional services comprising the highest representation. While it offers all the amenities of a large metropolis, many say Long Beach has the added benefit of having maintained a strong sense of community and cohesiveness despite its size. Long Beach is the seventh largest city in California and celebrates its vibrant diversity. The City has the following ethnic breakdown: 40.8 percent Hispanic, 29.4 percent White, 13.0 percent Black, 12.6 percent Asian and 4.2 percent all other ethnicities. A superb climate, quality schools, vibrant downtown and a wide variety of neighborhoods help make Long Beach one of the most livable communities in the country.

CITY GOVERNMENT

Long Beach is a full-service Charter City governed by nine City Council members who are elected by district. The Mayor is elected at-large. Elected officials also include the City Attorney, City Auditor, and City Prosecutor. Elected officials are subject to a two-term limit, which allows them to serve for a maximum of eight years. The City Council appoints a City Manager to oversee the administration of all City departments, excluding those under the direction of a separately elected official, Board or Commission. In addition to its traditional services, Long Beach maintains one of the world's busiest seaports, which serves as a leading gateway for international trade. The City also has its own full-service commercial airport and Gas & Oil Departments and is one of the only three cities in California with its own Health Department. Long Beach is supported by a total FY2014-15 budget of approximately \$3.0 billion, with the General Fund budget totaling \$401 million. More than 5,900 full and part-time employees support municipal operations with the majority being represented by nine employee organizations.



THE DEPARTMENT

The Health and Human Services Department has more than 300 employees located in nine sites. It operates with a \$121 million annual budget, 86% of which comes from Federal, State, County, and private funds. Reporting to the Director are the City Health Officer and six bureau managers: Collective Impact & Operations, Community Health, Environmental Health, Housing Authority, Human Services and Physician Services. The mission of the Department is to "Improve the quality of life by promoting a safe and healthy community in which to live, work, and play." The Department values quality and excellence, innovation, teamwork, and diversity.

THE POSITION

Reporting to the Department Director, the Human Services Bureau Manager is an at-will management position working closely with staff from across the Department. The Human Services Bureau Manager is responsible for the day-to-day operations of the Bureau (staff of 52 and budget of \$11 million) and management of the Homeless Services Division and family preservation programs located at the Center for Families and Youth. Responsibilities of the Bureau Manager include, but are not limited to:

- Providing effective leadership, administration and management of the Bureau.
- Leading and participating in multi-sectoral partnerships with other City Departments, County social service programs, and community members to develop and implement innovative solutions to address the needs of the homeless and supporting opportunities for low income individuals and families in Long Beach.
- Collaborating with the Safe Long Beach Violence Prevention partners to engage in violence prevention strategies in the City to support healthy communities.
- Engaging in data sharing strategies and negotiation to strengthen capacity for effective customer service and collaborating with other Bureaus, Divisions and Programs to establish collective outcome measures.
- Reviewing the organizational structure and personnel strengths to develop systems and procedures to promote best practice operations.
- Participating in grant writing efforts and overseeing the staff to ensure the accuracy of program budgets and proper allocation of funds and evaluating the effectiveness of the grant funded programs.
- Serving as liaison and communicating effectively with other Departments, City Council, the public/community, and state and federal agencies.
- Ensuring adherence to the requirements of City, state, local and federal laws and legislation.
- Ensuring that the Bureau contributes to the overall wellbeing of city residents by providing high quality services that are consistent with stated Departmental mission, goals and objectives.
- Participating in professional organizations to keep abreast of current opportunities and to provide input to policy.

THE IDEAL CANDIDATE

The ideal candidate will demonstrate the following knowledge, skills and abilities:

- Understands the broad context and innovative practices for addressing the needs of homeless individuals, the city and the region, and can manage community, business and political considerations.
- Management/participation in a Continuum of Care system, including direct experience with leading grant-writing efforts, grants management and administration particularly as they relate to the HUD Continuum of Care grant and the designation of a Unified Funding Agency.
- Understands and has supported design of integrated social service and community models to increase positive impact on individuals, families and communities.
- Knowledge of the current regulations governing the management and operations of homeless service and family preservation programs and public and financial reporting requirements, auditing and reviewing standards.
- Ability to establish and maintain effective working relationships with staff, community partners, regulatory agencies, local officials, residents and Boards and ability to develop and promote a culture of quality customer service.

Experience + Education:

1. Graduation from an accredited university or college with a Bachelor's degree in Public Health, Public or Business Administration, Behavioral Health Sciences or a closely related field. Master's degree is highly desirable.
2. Seven years of progressively responsible administrative and supervisory experience in the management of homeless human services and at least three years of the experience must have been managing staff and providing program direction.

Professional Attributes:

- Engaging, collaborative, facilitative in nature, works well with Department staff in all positions and the community.
- Willing and able to challenge the "status quo" when needed.
- Action and results oriented, innovative, strategic, accepts accountability; energetic and is willing to be hands on.
- Comfortable working in a complex public service organization with rapidly changing issues, needs and challenges.
- An active listener and supportive team builder with strong interpersonal and communication skills.
- Works constructively in a culturally inclusive work environment and community.

SALARY + BENEFITS

The salary range for this position is \$106,000 to \$159,000 annually. Placement in the range will depend on qualifications. The City's compensation package also encompasses an attractive benefits package that includes:

- **Retirement** – City offers CalPERS with a benefit of 2.5% @ 55 for Classic members or 2% at 62 for new members as defined by PEPPRA, subject to the limitations set by PERS. Employee pays the employee portion. The City also participates in Social Security.
- **Vacation** – 12 days (96 hours) after one year of service; 15 days (120 hours) after four years, six months of service; 20 days (160 hours) after 19 years, six months of service.
- **Executive Leave** – Forty (40) hours per year.
- **Sick Leave** – One day (8 hours) earned per month; unlimited accumulation; conversion upon retirement to cash credit toward health and/or dental insurance premiums, or to pension credits.
- **Holidays** – Nine designated holidays per year, plus four personal holidays (8 hours per holiday).
- **Monthly Transportation Allowance**
- **Health Insurance** – Two plans are available: one HMO, and one PPO plan. The City pays major portion of the premium for employee and dependents.
- **Dental Insurance** – Two dental plans are available for employees and dependents.
- **Life Insurance** – City-paid term life insurance policy equal to three times annual salary to a maximum of \$500,000.
- **Flexible Spending Account**—Optional election for employees to reduce taxable income for payment of allowable childcare or medical expenses.
- **Disability** – City-paid short-term and long-term disability insurance.
- **Management Physical** – Annual City-paid physical examination.
- **Deferred Compensation** – Available through ICMA Retirement Corporation.

APPLICATION PROCESS

This recruitment will close at 4:30 pm **on Friday July 22, 2016**. To be considered for this opportunity, applicants must submit a resume and cover letter that reflect the scope and level of their current/most recent positions and responsibilities, including salary history. Resumes should be submitted at **LBDHHS-JobApplications@longbeach.gov** (please include **Human Services Bureau Manager HE16-092** in the subject line). Candidates must also complete the supplemental questionnaire.

The City anticipates inviting a smaller group of finalists for further interview by August 2016, with an appointment anticipated no later than October 2016, following the completion of thorough reference and background checks. Incomplete applications or candidates who clearly do not meet the minimum requirements of the position will not be considered.

This information is available in an alternative format by request to the Department of Health and Human Services, Administration Division, at (562) 570-4009. If you require an accommodation because of a disability in order to participate in any phase of the application process, please request when submitting your application or call (562) 570-4009.

EQUAL OPPORTUNITY

The City of Long Beach is an Equal Opportunity Employer and values diversity at all levels of the organization.

SUPPLEMENTAL QUESTIONS

Please submit your written response to the following questions in PDF format. Responses are to be no more than one page per question. Please include your name on all information submitted. The responses submitted will be used as part of the evaluation and selection process.

1. Explain the attributes and characteristics you look for in staff who report to you. Please describe your approach to ensuring these attributes are exhibited within the organization and among your staff?
2. Describe an undertaking you led that improved effectiveness and/or created new efficiencies. Include a description of the challenges you faced in implementing the efficiencies and describe how you overcame those challenges. What was the outcome of the implementation?
3. Describe an innovative solution you would propose to address homelessness or human services in the City of Long Beach with limited funding. To what key issues would we need to pay attention? What could be the unintended consequences and how would you address them?
4. Describe your experience in engaging Federal, State, County and local officials (elected and non-elected) in supporting a program or outcome you were seeking to achieve. What approach did you take? What did you take into consideration? What was the outcome?